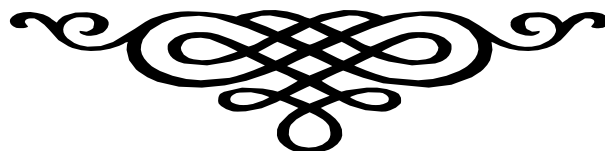


# **COURSE DESCRIPTIONS**



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**ABC's & 123's OF PUBLIC PURCHASING IN MISSISSIPPI****INSTRUCTOR: DON BUFFUM, CPPO, CPM****OBJECTIVES:**

This course is an introductory course in public purchasing in the State of Mississippi. This course is recommended for those just entering the purchasing profession as well as managers and others who deal with purchasing issues.

- the purpose and value of public purchasing
- the purchasing cycle
- bid thresholds
- state contracts
- brief overview of specification writing
- where to go for help; single source; emergency; and other areas of interest

**TARGET AUDIENCE:** Supervisory/Management and Purchasing Agents  
**3 Hours CPM Selected Required Elective Credit**

**A BOMB JUST EXPLODED, WHAT DO I DO NOW?**  
*The Most Devastating Mistakes Managers Make and How to Resolve Them***INSTRUCTOR: RANDALL ROBBINS, Ph.D.****OBJECTIVES:**

This workshop focuses on the worst mistakes managers make and gives some definitive, concrete, positive measures or tactics that you can use to correct these mistakes or learn how to avoid them. Participants will learn:

- How to be prepared for advancement by assuming responsibility
- How to inspect your department like an efficiency expert
- How to make sure the job is understood, supervised, and accomplished
- How to go for the maximum, instead of accepting the minimum
- How to bring out the best in your employees

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

**ADVANCED CULTURAL DIVERSITY****INSTRUCTOR: DAVID HAYES****OBJECTIVES:**

- To formulate greater sensitivity and ability to relate to people that differ in terms of age, culture, race, gender, lifestyle, and/or physical ability
- To learn how to recognize bias and prejudice and its impact on others
- To examine both opportunities and challenges presented by the diversity in our organizations
- To understand how cultural and diversity-related variables can impact our ability to relate to coworkers

**TARGET AUDIENCE:** All Staff  
**6 hours CPM Open Elective Credit**  
Required elective for ASCP II

## ADVANCED PRESENTATION SKILLS

**INSTRUCTOR:** KEVIN RUSSELL

**OBJECTIVES:**

- Learn advanced methods and techniques for captivating an audience's attention (The Great Beginning)
- Learn creative methods and techniques for conveying the central idea (Tell Them What You Are Going to Tell)
- Learn creative methods and techniques for inspiring the audience to action (Making Them March)
- Build further confidence in one's ability to speak in impromptu and informal situations
- Practice advanced presentation skills by preparing, delivering, and critiquing oral presentation

**TARGET AUDIENCE:** All Staff responsible for delivering presentations  
**7 Hours CPM Selected Required Elective Credit**

## ADVANCED WRITING

**INSTRUCTOR:** RENEE' SCALES, CPM

**OBJECTIVES:**

The success of the most important things you do every day depends upon your ability to communicate. With effective writing skills, you are able to get the right message across to achieve the results you want. This Writing Advantage™ workshop will give you the skills to:

- Improve productivity by writing quickly and easily and increase credibility with quality writing that reflects your best ideas and abilities
- Become a confident writer using proven communication standards
- Build skills to prepare you to achieve a successful CPM Project

**TARGET AUDIENCE:** Supervisory/Management  
**7 Hours CPM Selected Required Elective Credit**  
Required for the CPM Program

## APPLYING THE MYERS-BRIGGS TYPE INDICATOR: *An Interactive Workshop for Managers*

**INSTRUCTOR:** MARIANNE GAUDIN, CPM

**OBJECTIVES:**

- Review the Sixteen Personality Types (MBTI)
- Analyze participants' "Management Styles"
- Learn how to manage subordinates of different types
- Analyze the "fit" between participants and their organizations
- Apply type theory to various management areas, such as team building, problem solving, and communication

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

**BASICS OF PROPERTY MANAGEMENT IN MISSISSIPPI****INSTRUCTOR:** THRESA HEARN

**DESCRIPTION:** This course is an overview of property management in the State of Mississippi. It outlines some basic procedures required to maintain a successful property management system. The course addresses proper methods of acquiring, reporting, utilizing, and disposing of assets. It focuses on accountability for property at all organizational levels. The course is recommended for individuals in the property profession, from entry level and up, as well as managers and others who are responsible, either directly or indirectly, for property.

**OBJECTIVES:**

The primary objectives are to provide an overview of some basic property management components including the following:

- Life Cycle of Assets
- Regulatory Reporting
- Property Audits (Internal and External)
- Accountability
- Assistance/Training

**TARGET AUDIENCE:** Staff/Supervisory/Management  
**3 Hours CPM Open Elective Credit**

**BIRDS OF A FEATHER:***Using Behavior to Improve Listening and Communication***INSTRUCTOR:** DAVID HAYES**OBJECTIVES:**

In this highly-interactive class, participants will:

- Examine personal growth opportunities resulting from effective listening and awareness of the impact of communication “filters”
- Examine the impact of an individual’s behavior style (“owl,” “eagle,” “peacock” or “dove”) on the listening and communication process
- Explore effective ways to communicate with individuals based on their dominant behavior style
- Learn how to develop and practice “active” listening skills
- Learn how to communicate effectively when managing disagreements and resolving conflicts

**TARGET AUDIENCE:** Staff/Supervisory/Management  
**6 Hours CPM Open Elective Credit**

**BUILDING BETTER ORGANIZATIONS  
THROUGH COMPETENCIES****INSTRUCTOR:** BECKY BAUM, CPM**OBJECTIVES:**

- Learn about the State Personnel Board overview of the development of the competency model
- Understand how to develop good competencies and behavioral anchors
- Understand the role of competencies in employee recruitment
- Understand the link between competencies and behavioral interviewing
- Learn the behavioral interviewing process

**TARGET AUDIENCE:** HR/Training Personnel/Managers/Supervisors  
**6 Hours CPM Selected Required Elective Credit**

## BUILDING BLOCKS OF SUPERVISION

**INSTRUCTOR:** MARIANNE GAUDIN, CPM

**OBJECTIVES:**

- Learn the communication continuum
- Gain tips on motivation and delegation
- Learn why you should "break the Golden Rule"
- Discover if you are a "stress carrier"
- Learn verbal/non-verbal communication skills and develop listening skills
- Gain a better understanding of time management
- Learn decision-making skills
- Understand the difference between tunnel vision and creative problem solving

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Open Elective Credit**

## COMMUNICATING WITH EMPLOYEES: *The Critical Link*

**INSTRUCTOR:** LINDA ROSS ALDY

**OBJECTIVES:**

- Learn the value of employee feedback
- Select appropriate tools for your agency's employee communications program
- Learn why employee communications is not *JUST a PR Department function*

**TARGET AUDIENCE:** Public Relations Staff/Supervisory/Management  
**6 Hours CPM Open Elective Credit**

## COMMUNICATION AND LISTENING SKILLS

**INSTRUCTOR:** DAVID HAYES

**OBJECTIVE:**

Of all the skills that may be developed, none are more important than the ability to communicate, in general, and listen, in particular. Participants will learn how to communicate effectively with co-workers in this interactive class. They will learn how to use "active" listening skills to make sure that the message sent is, in fact, equal to the message received by others.

- To examine the impact of individual 'filters' on the communication process
- To compare the advantages and disadvantages of one-way and two-way communication
- To learn how to develop and improve "active" listening skills
- To avoid assumptions that can lead to miscommunication both orally and in writing
- To explore the impact of nonverbal messages on the communication process
- To learn how to use effective communication and listening skills to build consensus

**TARGET AUDIENCE:** All employees who would benefit from improvement in their ability to listen and communicate  
**6 Hours CPM Open Elective Credit**

## COMPLAINTS & COMPLIMENTS

**INSTRUCTOR: LINDA ROSS ALDY**

**OBJECTIVES:**

- Learn why complaints should be treasured
- Learn how to react to compliments
- Develop a complaint management plan designed to enhance service delivery, image and employee morale
- Use compliments for boosting employee morale, public perception, and service

**TARGET AUDIENCE:** Public Relations Staff/Supervisory/Management  
**6 Hours CPM Open Elective Credit**

## CONQUERING CONFLICTS

**INSTRUCTOR: BRENDA HIATT**

**OBJECTIVES:**

- Learn about verbal and non-verbal communication
- Learn about conflict and confrontation situations
- Learn response techniques for resolving conflict
- Learn about conflict management styles and strategies
- Learn about organizational attitudes and conditions

**TARGET AUDIENCE:** Staff/Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

## CRISIS! WHEN PUBLIC RELATIONS (PR) AND TRADITIONAL COMMUNICATIONS WON'T WORK

**INSTRUCTOR: LINDA ROSS ALDY**

**OBJECTIVES:**

- Identify up to 25 potential crisis situations for your agency
- Prepare for almost every situation
- Select the appropriate players for your crisis communication team
- Learn a basic crisis communication drill

**TARGET AUDIENCE:** Public Relations Staff/Supervisory/Management  
**6 Hours CPM Open Elective Credit**

## CULTURAL DIVERSITY

**INSTRUCTOR: ELIZABETH SEMKO, Ph.D.**

**OBJECTIVES:**

- Learn the legal "do's" and "don'ts" of managing a culturally-diverse workplace
- Understand the nature of biases and preconceptions
- Recognize acts and omissions that cause employees to feel isolated, unimportant, and unwanted
- Develop strategies to capitalize on diversity
- Share down-to-earth techniques for minority success in the workplace

**TARGET AUDIENCE:** All Staff

(Note: This course meets the "Diversity" requirement for ASCP I.)

## CUSTOMER SERVICE

**INSTRUCTOR: LINDA ROSS ALDY**

**OBJECTIVES:**

- Learn why outstanding customer service is every state employee's responsibility
- Learn how customer service can affect the image of and funding for your agency
- Develop the skills to deal with internal and external customers
- Learn how effective customer service skills can make your job easier and more enjoyable

**TARGET AUDIENCE:** Staff/Supervisory/Management

**6 Hours CPM Open Elective Credit**

## DEALING WITH DIFFICULT CUSTOMERS

**INSTRUCTOR: RONNA OWENS, CPM**

**OBJECTIVES:**

- To examine the difference between "caring" and "uncaring" or indifferent customer service
- To examine the impact of our ethics, values, and attitudes on our approach to customer service...especially when dealing with "difficult" customers
- To explore the impact of the personal and content "messages" that we send to customers with each interaction
- To examine some of the major reasons that customers become upset and what they want once they are upset
- To learn how to effectively manage both close-ended and open-ended questions when dealing with upset or "difficult" customers
- To learn how to be proactive rather than reactive when dealing with upset or "difficult" customers

**TARGET AUDIENCE:** All Staff

**3 Hours CPM Open Elective Credit**

Required elective for ASCP III

## DECISIONS! DECISIONS!

**INSTRUCTOR:** MARIANNE GAUDIN, CPM

This is an interactive session about consensus decision making, problem solving, teamwork and influencing others.

**OBJECTIVES:**

- Work together as a team in making decisions and solving problems
- Practice balancing customer service needs and resource allotment
- Recognize personality differences in team members
- Practice using information on differences to improve decision making

**PRE-REQUISITE:** Participants need to have already taken the Myers Briggs Personality Inventory

**TARGET AUDIENCE:** Staff/Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

## DEVELOPING SELF-AWARENESS

**INSTRUCTOR:** RANDALL ROBBINS, Ph.D.

**OBJECTIVES:**

Participants will

- Learn why it is important to increase self-awareness
- Learn how to increase self-awareness
- Learn individual control self-assessment techniques
- Learn what your leadership preference is
- Learn your level of emotional intelligence
- Identify your cognitive processing style
- Learn how to self-disclose and solicit feedback

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**



## DEVELOPING TRUST IN YOUR EMPLOYEES/CO-WORKERS

**INSTRUCTOR:** LYNDA HUNSICKER, CPM

**OBJECTIVES:**

- Understand the importance of trust in the workplace
- Identify ways to develop trust
- Learn the importance of keeping your word (MBA)
- Practice giving and receiving positive feedback
- Increase self-esteem

**TARGET AUDIENCE:** Staff/Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

## EFFECTIVE AND LEGAL INTERVIEWING SKILLS

**INSTRUCTOR:** ELIZABETH SEMKO, Ph.D.

**OBJECTIVES:**

- Understand the legal ramifications of interviewing, including ADA requirements
- Learn guidelines for conducting legally-defensible interviews
- Review and practice various interviewing approaches, including behavior description and situational questions
- Learn to ask the right questions and to listen to and interpret the answers
- Learn to conduct effective background investigations

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

## EFFECTIVE COLLABORATION *From Silos to Lighthouses*

**INSTRUCTOR:** MARILYN M. BEACH, PH.D., C.P.R.W.

**OBJECTIVES:**

- Learn the definition and importance of true collaboration in the workplace
- Learn how effective collaboration can enhance leadership, decision-making, productivity, and relationship building
- Identify the symptoms of a struggling collaboration and tips for revitalization.
- Learn the keys to successful collaboration
- Develop a plan for effective collaboration

The need for better utilization of fiscal and human resources, speed, and flexibility; change; and fewer layers of management have increased the value of collaborations to agencies, both internally and externally. This course focuses on how collaboration, as an on-going process, can move agendas forward and in “doing more with less.”

**TARGET AUDIENCE:** Staff/Supervisory/Management  
**4 hours Special Elective Credit**

## EFFECTIVE PRESENTATION SKILLS

**INSTRUCTOR:** CHUCK SAMPSON

**OBJECTIVES:**

- Overcome the natural fear of public speaking
- Develop effective presentation skills
- Learn techniques of delivery and learn to use presentation aids
- Present and critique

**TARGET AUDIENCE:** All staff whose jobs require them to make presentations  
**7 Hours CPM Open Elective Credit**

## EFFECTIVE USE OF ELECTRONIC PRESENTATIONS

**INSTRUCTOR:** AMY EIFLING

**OBJECTIVES:**

- Identify and address the differences between traditional and electronic presentations
- Introduce the basic concepts of delivering e-presentations
- Expose participants to developing e-presentations using Microsoft PowerPoint
- Provide pointers for creating high-impact slides

**TARGET AUDIENCE:** All Staff  
**6 Hours CPM Open Elective Credit**

## EFFECTIVE USE OF VISUAL AIDS

**INSTRUCTOR:** DAVID HAYES

**OBJECTIVES:**

- Learn to effectively utilize *direct visual aids* (flip charts, posters, chalk boards, etc.)
- Learn to develop/use *projected visual aids* (slides, transparencies, videos, etc.) and props; design and use *hand-outs*
- Learn to effectively present data using *tables and graphs*
- Learn to effectively manage your *most important visual aid...YOU!*

**TARGET AUDIENCE:** All Staff  
**6 Hours CPM Open Elective Credit**

## **E-GOVERNMENT:**

### ***Mississippi Open for Business 24 Hours!***

**INSTRUCTOR: CILLE LITCHFIELD**

**OBJECTIVES:**

Participants will learn the following:

- What is e-government anyway?
- How do we get there from here?
- How does this fit into the State's "legacy system" environment?
- What's in it for me?

**TARGET AUDIENCE:** Staff/ Supervisory/ Management  
**3 Hours CPM Selected Required Elective Credit**

## **EMOTIONAL IQ:**

### ***The New Yardstick in Leadership, Development, Performance, and Career Advancement***

**INSTRUCTORS: ANN HOMER COOK, Ph.D. and MARILYN BEACH, Ph.D.**

**OBJECTIVES:**

- To identify the new criteria and traits that determines excellence in leadership and performance--Self Awareness, Self Regulation, Social Awareness and Relationship Management
- To learn how Emotional Intelligence relates to effectiveness in the workplace of the future and why it is crucial to career development
- To identify leadership and management competencies with regard to Emotional Intelligence
- To participate in interactive group projects focused on learning techniques for improving Emotional Intelligence competencies and developing Emotional Intelligence in work groups
- To learn how MBTI® relates to Emotional Intelligence

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

## **ETHICS 4 EVERYONE**

### **Formerly "Making Tough Ethical Decisions"**

**INSTRUCTOR: BECKY BAUM, CPM**

**OBJECTIVES:**

Every employee is faced with ethical dilemmas in their daily work life. Often these dilemmas test the value systems of the individual as well as the values of the organization. This course provides no firm answers, but offers a system by which to view the situation and approaches to take for making ethical decisions.

- Review the basic definitions of ethics
- Discuss individual and organizational value systems
- Define and analyze right versus right ethical decisions
- Practice viewing ethical dilemmas from various perspectives

**TARGET AUDIENCE:** Supervisory/Management  
**3 Hours CPM Selected Required Elective Credit**

## ETIQUETTE IN BUSINESS

**INSTRUCTOR:** LINDA ROSS ALDY

**OBJECTIVES:**

- Learn about professional image tips for men and women
- Learn how to make positive first impressions
- Learn proper etiquette in business and proper business greeting and introduction
- Learn about the art of business conversation

**TARGET AUDIENCE:** Staff/Supervisory/Management  
**6 Hours CPM Open Elective Credit**

## FACILITATION: ITS ART AND FUNCTION

**INSTRUCTOR:** PAMELA BAKER, Ph.D.

**DESCRIPTION:**

The course, "FACILITATION: ITS ART AND FUNCTION" is designed to explore the roles of group facilitation in 21<sup>st</sup> century work environments. A facilitator is someone who has been described as providing needed structure for effective interaction among group members. This job, "steering the ship," may sound simple. As a practical matter, effective facilitation demands the leader's focus on process, content and group dynamics. Ideally then, facilitation becomes both art and function. As "function," facilitation is efficient process management. As "art," this essential leadership role manages shared information, energizes the group, provides methods that enhance collective decision-making and sustains focus on desired outcomes. This "art" work, to great degree, illustrates core skills on which the group's productivity depends for ultimate success.

**OBJECTIVES:**

At the end of the session, participants will be able to:

- Identify and discuss types of facilitation
- Identify and discuss key attributes for an effective facilitator
- Identify and discuss key principles for an effective environment
- Create a facilitation skills checklist
- Compare productive and non-productive facilitated environments
- Compare the role of facilitation in different contexts, such as hierarchical tasks, workplace committees, compressed time tasks and extended time tasks
- Draft work plans for selected facilitation roles

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

## **FACILITATION SKILLS: Make the Most of Team Meetings and Work Groups**

**INSTRUCTOR:** LYNDY HUNSICKER, CPM

**DESCRIPTION:**

Participants in meetings should leave feeling as if their ideas were heard, their time spent was productive, and the support for the facilitator/team leader high. To make this happen a good facilitator needs organization before hand, good interpersonal skills during the session, and good follow-up plans afterwards. Find out what these are and how to step into these roles. This workshop will help you sharpen these skills through reviewing basics of adult interactions, learning specific roles of facilitators, and actually participating in activities.

**OBJECTIVES:**

- Become a More Effective Group/Team Facilitator
- Increase Self Awareness
- Understand Group Dynamics
- Improve Meeting Management Skills
- Enhance Observation and Feedback Skills
- Build Self-Confidence

**TARGET AUDIENCE:** Supervisory/Management

**6 Hours CPM Selected Required Elective Credit**

## **FINDING OUT WHAT YOUR CUSTOMERS WANT**

**INSTRUCTOR:** LYNDY HUNSICKER, CPM

**OBJECTIVES:**

- Understand the use of focus groups for planning purposes
- Identify a successful focus group activity
- Learn the basics of preparing focus group discussion questions

**TARGET AUDIENCE:** All Staff

**3 Hours CPM Selected Required Elective Credit**

## **GENDER IN THE WORKPLACE**

**INSTRUCTOR:** ELIZABETH SEMKO, Ph.D.

**OBJECTIVES:**

This seminar helps participants gain an understanding of gender issues and how these issues may be dealt with in a manner that preserves the integrity and takes advantage of the potential contributions of all members of the workforce. You will learn how to:

- Identify ways in which sex role expectations have changed, as well as the way in which they have remained the same
- Explore socialization forces that influence women's and men's aspirations, occupational choices, and successes
- Explore the ways in which males and females stereotype each other
- Examine personal reactions to workplace situations with sexual overtones
- Examine how expectations for managerial behavior are "gendered" and how these expectations may restrict managerial effectiveness
- Identify the qualities of equalitarian relationships at work

**TARGET AUDIENCE:** Staff/Supervisory/Management

**6 Hours CPM Selected Required Elective Credit**

## **GENERATIONS AT WORK:** *Forming and Motivating Strong Teams Across the Ages*

**INSTRUCTOR: BECKY BAUM**

This session is designed to provide information about generational differences in the workplace and to address how those differences create challenges for teams.

**OBJECTIVES:**

- Understand generational differences in the workplace
- Use information to address challenges in team building
- Assess the current workplace for generational understanding
- Identify current team and team challenges
- Learn to address generational differences relating to communication, training and development, and mentoring

**TARGET AUDIENCE:** Supervisory/Management  
**3 Hours CPM Selected Required Elective Credit**

## **GOAL SETTING FOR MANAGERS:** *Always Identify Your Target Before You Fire the Gun*

**INSTRUCTOR: RANDALL ROBBINS, Ph.D.**

**OBJECTIVES:**

- Learn to analyze your environment -- a prerequisite for goal setting
- Become aware of the difference between a goal and a tactic
- Identify what you must do before goal setting begins
- Learn the 10 key steps in the goal setting process
- Identify how to develop "SMARTER" goals and Become aware of the 8 steps to writing goals
- Learn to use the GOALS GRID -- a tool for clarifying goals

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

## **HIRING FOR EXCELLENCE:** *Finding the Diamond in the Rough*

**INSTRUCTOR: RANDALL ROBBINS, Ph.D.**

**OBJECTIVES:**

- Learn how to define specifically your talent requirements and become aware of where to look to find great talent
- Identify a step-by-step process for selecting the best people
- Learn the steps to a successful interview
- Become knowledgeable in what questions get results
- Know the questions you cannot ask

- Learn the 4 rules for hiring smart
- Learn to use the GROW MODEL to keep good talent

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

## HOW TO CONDUCT A WORKPLACE INVESTIGATION

**INSTRUCTOR:** DEANNE MOSLEY, J.D., CPM

### OBJECTIVES:

With the EEOC reporting an ever increasing number of workplace harassment complaints, it is more important than ever for agency personnel to know how to react and handle complaints. Employers have a legal duty to promptly and thoroughly investigate complaints of harassment, discrimination and retaliation that occur in the workplace. Topics include, but are not limited to, the following:

- Determining if an investigation is necessary
- Identifying the scope, goals, and time line of the investigation
- Learning interviewing techniques and questions the EEOC recommends asking parties and witnesses
- Concluding the investigation and determining appropriate recommendations and actions

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

## HOW TO MANAGE MULTIPLE PRIORITIES

**INSTRUCTOR:** BECKY BAUM, CPM

### OBJECTIVES:

This session is designed for anyone who is faced with the responsibility of handling multiple tasks and projects. The session addresses the following areas and provides samples of easy to use tools for managing priorities.

- The Juggling Act - identifying and balancing tasks, not simply time management
- Reviewing the importance of communication in achieving maximum productivity in a multitasking world and realizing the advantages of multitasking
- Getting along with bosses and coworkers during high stress periods

**TARGET AUDIENCE:** All Staff  
**6 Hours CPM Open Elective Credit**  
Required elective for ASCP II

## INTRODUCTION TO RFP'S (REQUEST FOR PROPOSALS)

**INSTRUCTOR:** DON BUFFUM, CPPO, CPM

### DESCRIPTION:

The RFP (Request for Proposal) process is a complex tool often used for service contracts and highly technical equipment contracts. The basic concept behind this process is to get the best value for the tax dollar. This 3-hour session will provide a quick overview of the process and some things to watch for. In this session the participants will be introduced to the following discussions:

**OBJECTIVES:**

Understanding the differences between IFB and RFP

Understanding the RFP process

The scope of work

Terms and conditions

Evaluation Criteria

Understanding the evaluation process

Evaluation Team

Team training

Scoring

Understanding the Negotiation process

The negotiation team

Negotiation techniques

Drafting the contract

Understanding Contract Administration

**TARGET AUDIENCE:** Supervisory/Management

**3 Hours CPM Selected Required Elective Credit**

## INDIVIDUAL EMPLOYEE DEVELOPMENT PLANNING

**INSTRUCTOR:** JAN WALKER, CPM

**OBJECTIVES:**

In this half-day session, participants will learn what an IDP is, why it so important in the 21<sup>st</sup> century workplace and how to work with employees to develop effective IDPs. Much of the course is spent developing an actual IDP.

Course content includes:

1. Definition
2. Goals
3. Outcomes
4. Process

Course materials include sample forms needed to develop the IDP and a sample IDP form.

**TARGET AUDIENCE:** Supervisory/Management

**3 Hours CPM Selected Required Elective Credit**

## INTERPERSONAL COMMUNICATION SKILLS FOR MANAGERS

**INSTRUCTOR:** BRENDA HIATT

**OBJECTIVES:**

- Learn why effective interpersonal communication skills are critical to the success of any supervisor or manager
- Learn the keys to successful interpersonal communication
- Learn the benefits of and develop improved listening skills
- Assess your personal communication skills

**TARGET AUDIENCE:** Staff/Supervisory/Management

**6 Hours CPM Open Elective Credit**



## INTERPRETATION OF THE MYERS-BRIGGS TYPE INDICATOR\*

**INSTRUCTOR:** MARIANNE GAUDIN, CPM

**OBJECTIVES:**

- Interpret the results of the MBTI for each participant
- Analyze participants' "Management Styles"
- Learn the Sixteen Personality Types (MBTI)
- Apply type theory to various management areas, such as team building, problem solving, and communication

**TARGET AUDIENCE:** Supervisory/Management

*\*CPM participants should NOT take this course as it is covered in Level I.*

## LEADERSHIP IQ: *What's Yours?*

**INSTRUCTOR:** RANDALL ROBBINS, Ph.D.

**OBJECTIVES:**

- Understand the development of cultural values for an organization
- Personalize these values into your leadership style
- Learn the importance of cultural values and leadership style to the success or failure of an organization
- Understand the differences between fear, utility, and principle-centered leadership
- Learn how to integrate values and your leadership style into the organization's strategic plan

**TARGET AUDIENCE:** Supervisory/Management

**6 Hours CPM Selected Required Elective Credit**

## LEADERSHIP STRATEGIES FOR THE PUBLIC SECTOR

**INSTRUCTOR:** DAVID HAYES

**OBJECTIVES:**

*In this highly-interactive class, participants will:*

- Examine the relationship between leadership, power, and motivation
- Learn how to be an effective leader even when there is no official authoritative or supervisory relationship with other team members
- Learn how to practice "shared leadership" when conducting meetings or engaging in creative problem solving
- Learn how to incorporate private sector "best practices" into your leadership role in the public sector
- Test and evaluate leadership theory using the nationally-recognized leadership training game "Leadout: An Experience in Leadership"

**TARGET AUDIENCE:** Supervisory/Management

**6 Hours CPM Selected Required Elective Credit**

## LEGAL APPLICATION PRACTICES

### *“Here Comes the Judge”*

**INSTRUCTOR:** BOTY MCDONALD, J.D.

**OBJECTIVES:**

- Familiarize the participant with her/his proper role and function in disciplinary and grievance matters.
- Experience a simulated administrative hearing, with the participants playing the roles of witnesses, jurors and administrative judges.
- Experience direct-examination and cross-examination of witnesses by an attorney.
- Understand the process, and the practice, that occurs beyond the administrative hearing when a grievance is appealed to Circuit Court and civil litigation of the matter ensues.
- Study, become familiar with, and practice responding to the various methods used in the discovery phase of civil litigation (for example: interrogatories, depositions, productions of documents).

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective**

## LEVERAGING CONFLICT

**INSTRUCTOR:** CHARLES SAMPSON and MARIANNE GAUDIN, CPM

**DESCRIPTION:**

Organizational change creates inevitable conflict among stakeholders. These conflicts are rooted in legitimate interests that often go unexplored, thus minimizing the value that might otherwise be gained by a more thorough canvassing of options available to the parties involved. In most organizations, reactions to conflict will vary between avoidance, passive-aggressive subversion, or coercion – all of which will sabotage the change effort and prevent transformation. This conference will introduce participants to the mutual gains approach to managing organizational conflict developed by the Program on Negotiation at Harvard Law School and to the core concepts of self-regulation as developed by Drs. Murray Bowen and Edwin Friedman. Participants will develop their skill in conflict analysis, self management, and consensus-building through application-based discussions and a conflict management simulation

**OBJECTIVES:**

*Identify* how preferences for managing conflict affect consensus building;

*Understand* the four components of leveraging organizational conflict: assessing the conflict, creating value, distributing value, and integrating learning;

*Understand* how to function as “a non-anxious presence” in the face of anxiety created by chaos, crisis, and conflict;

*Expand* skills and confidence in building consensus through a conflict simulation exercise;

*Explore* opportunities for applying the mutual gains approach to conflict management and consensus building in the organizations you serve.

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective**

## MAKING DIVERSITY WORK

**INSTRUCTOR: DAVID HAYES**

**OBJECTIVES:**

This *interactive* and stimulating class provides additional information and insight for employees that must supervise and/or relate to a diverse cross-section of individuals in the workplace

- To develop greater sensitivity and ability to relate to people that differ in terms of age, culture, race, gender, lifestyle, and/or physical ability
- To learn effective strategies for handling diversity-related conflicts in the workplace and to understand how cultural and diversity-related variables can impact performance evaluation
- To examine barriers to diversity and problems that arise as employees are faced with change
- To learn how to create a workplace environment where employees feel valued and included

**TARGET AUDIENCE:** Supervisors and employees who have completed the “**Understanding Diversity**” course and would like to increase their effectiveness in dealing with diversity. This course can also be offered as a comprehensive two-day course.  
**6 Hours CPM Selected Required Elective**

## MANAGEMENT OF MULTIPLE PRIORITIES FOR YOURSELF AND THOSE WHO SUPPORT YOU

**INSTRUCTOR: BECKY BAUM, CPM**

**OBJECTIVES:**

This session is designed for any level of management faced with the responsibility of handling multiple tasks and projects. The session addresses the following areas and provides samples of easy to use tools for managing priorities.

- Understanding the hectic work world in which we exist
- The Juggling Act - identifying and balancing tasks, not simply time management
- Reviewing the importance of communication in achieving maximum productivity in a multitasking world and realizing the advantages of multitasking
- Getting along with bosses and support staff during high stress periods

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

## MANAGERIAL COURAGE: *When to Speak, When to Shut up and the Wisdom to Know the Difference*

**INSTRUCTOR: LINDA ROSS ALDY**

**OBJECTIVES:**

- Identify personal and organizational illusions
- Determine environmental barriers to courage
- Develop plans for managing courageous work groups

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

## **MANAGING DIFFICULT PEOPLE:** *Don't Let the Jerks at Work get the Best of You*

**INSTRUCTOR:** RANDALL ROBBINS, Ph.D.

**OBJECTIVES:**

- Identify and discuss the "top ten" most difficult people
- Discuss "why" they are difficult
- Look through the "lens" of understanding in analyzing difficult people behavior
- Define a tactical plan for dealing with each difficult type
- Learn constructive communication

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

## **MANAGING IN TOUGH TIMES**

**INSTRUCTORS:** ANN HOMER COOK, Ph.D. and MARILYN BEACH, Ph.D.

**OBJECTIVES:**

- To understand today's budgetary environment
- To learn new ways to maintain quality of services with less resources
- To develop methods for re-evaluation of functions and delivery systems
- To develop strategies for moving ahead despite decreased budgetary limitations
- To learn how to utilize internal and external collaboration to lessen impact of budgetary constraints.

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

## **MANAGING MANAGERIAL STRESS**

**INSTRUCTOR:** NIKKI L. BUTLER, CPM

**OBJECTIVES:**

- Take stress management inventories designed to measure coping strengths
- Discover the advantages of "alternate stress"
- Discuss stressors experienced within the supervisor's role

**TARGET AUDIENCE:** Supervisory/Management  
**3 Hours CPM Selected Required Elective Credit**

## MOTIVATION/ BURNOUT

**INSTRUCTOR:** LESLY LLOYD, CPM

**OBJECTIVES:**

This session will focus on identification of the symptoms and causes of burnout, how to know when you may be experiencing burnout and what can be done to alleviate it. During this session participants will also identify the indicators in their work environment that influence their motivation levels and how these can be controlled. Values and goal setting will be included as ways we can better understand how we get and stay motivated. Participants will:

- Identify the cause of burnout and learn the symptoms associated with burnout
- Identify the motivators in their work environment
- Learn how establishing goals contributes to motivation
- Develop goals to work on to achieve greater satisfaction in their jobs

**TARGET AUDIENCE:** All Staff  
3 Hours CPM Open Elective Credit  
Required elective for ASCP III

## MOTIVATION FOR MANAGERS:

*Boost Your Employee Morale and Improve Organizational Results*

**INSTRUCTOR:** NIKKI L. BUTLER, CPM

**OBJECTIVES:**

This course addresses one of today's most pressing work issues which includes employee retention and burnout. Managers will learn how to bring fun, enthusiasm, accountability, and wholeheartedness to their work and develop a work environment that helps "catch the energy and release the potential" of their employees. This training is based on the *Wall Street Journal* business bestseller *Fish! A Remarkable Way to Boost Morale and Improve Results*.

- Learn how to choose your attitude at work and learn how to enjoy what you do and how to "make your customers' day"
- Learn how to "be present" and focus on your customers' (internal and external) needs

**TARGET AUDIENCE:** Supervisory/Management  
3 Hours CPM Selected Required Elective Credit

## NEGOTIATION SKILLS

**INSTRUCTOR:** BOTY MCDONALD, J.D.

**OBJECTIVES:**

- Study and understand the basic skills used when successfully negotiating, whether it's at work, with a car dealer, or at home and create a personal system for negotiating
- Study and understand the Competitive vs. Cooperative negotiation
- Understand and be able to analyze the methods of the Power Bargainer and the Problem Solver, and the practical ramifications of each style
- Experiment with and practice different styles of negotiating
- Understand basic principles of contract law that govern many negotiated agreements
- Learn the principles of drafting negotiated agreements
- Review ethical issues in negotiating

**TARGET AUDIENCE:** Supervisory/Management  
6 Hours CPM Selected Required Elective Credit

## **ORGANIZATIONAL CULTURE: *Is It Built on Yazoo Clay?***

**INSTRUCTOR:** RANDALL ROBBINS, Ph.D.

**OBJECTIVES:**

- Analyze the role of rituals
- Discuss how culture is communicated
- View the role of organizational culture and analyze the levels of culture in your organization
- Discuss the leader's role in shaping and reinforcing culture
- Discuss changing organizational culture
- Determine whether your culture is strong or weak

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

## **OVERVIEW OF GOVERNMENT PROCESSES**

**INSTRUCTORS:** JOE GOFF, J.D. and AMY WHITTEN, J.D.

**OBJECTIVES:**

- Provide an overview of state government
- Provide information of historical reference for employees
- Present information on state agencies and services

**TARGET AUDIENCE:** All state employees  
**3 Hours CPM Open Elective Credit**  
Required elective for ASCP I  
Note: Participants in the Basic Supervisory Course should not take this course.

## **PEACEKEEPING STRATEGIES FOR THE WORKPLACE**

**INSTRUCTOR:** DAVID HAYES

**OBJECTIVES:**

In this highly interactive and thought-provoking presentation, one of the most explosive workplace issues is examined. In addition to examining the profiles of potentially violent employees, participants will explore proven methods for coping with anger and disagreements and de-escalating crises before they become violent.

- To examine facts, statistics and examples concerning violence in the workplace, with a view to recognizing potentially violent employees before they "explode"
- To develop coping and de-escalation strategies for dealing with angry co-workers, employees and customers
- To learn how to state complaints and resolve issues in a manner that minimizes the chances of escalation to crisis

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

## PERFORMANCE MANAGEMENT

**INSTRUCTORS: JAN WALKER, CPM**

**OBJECTIVES:**

- Understand and implement the revised Performance Appraisal Review
- Understand the purposes and value of conducting fair and accurate evaluations
- Recognize that top management must support the appraisal process as an inherent and indispensable part of the management process
- Understand that it is critical for all supervisors/managers to receive training for the revised Performance Appraisal Review (PAR)
- Understand the importance of developing the duty/performance standards in conjunction with the annual update of the Job Content Questionnaire

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

## POSITIVE WORKPLACE ENVIRONMENT

**INSTRUCTOR: DEANNE MOSLEY, J.D., CPM**

**OBJECTIVES:**

Since most people spend at least half of their waking hours at work, the workplace environment should be a positive one. The law provides several safeguards to encourage employers to maintain a positive workplace environment for their employees. As an employee you should know what is and what is not acceptable conduct in the workplace environment. Topics in this interactive training session include:

- Laws that prohibit harassment and discrimination
- The State Personnel Board's Workplace Harassment Policy
- Rights and Responsibilities of a person being harassed
- Retaliation and protection for whistleblowers

**TARGET AUDIENCE:** All Staff  
**3 Hours CPM Open Elective Credit**  
Required elective for ASCP III

## POWERFUL AND PAINLESS PRESENTATIONS

**INSTRUTOR: DAVID HAYES**

**OBJECTIVE:**

- To learn how to overcome the fear of making a presentation
- To learn how to develop, organize, and customize a presentation for a specific audience
- To learn how to develop and use visual aids, including flipcharts, overheads, handouts, slides, etc.

**TARGET AUDIENCE:** All Staff who are responsible for presentations  
**6 hours CPM Open Elective Credit**

## PRACTICAL STRATEGIES FOR PUBLIC COMMUNICATION

**INSTRUCTOR:** BRENDA HIATT

**OBJECTIVES:**

Participants will learn to:

- Manage communication resources to get results
- Build effective public communications
- Create an audience profile
- Build an effective relationship with the media
- Fulfill the manager's role in public communication

**TARGET AUDIENCE:** Supervisory/Management  
6 Hours CPM Selected Required Elective Credit

## PRACTICAL WAYS TO HAVE A BALANCED LIFE

**INSTRUCTOR:** ANN HOMER COOK, Ph.D.

**OBJECTIVES:**

- Understand the importance of balance
- Learn the impact of balance on productivity
- Understand the impact of balance on wellness
- Define quality living
- Discover ways to balance work and play

**TARGET AUDIENCE:** Staff/Supervisory/Management  
6 Hours CPM Open Elective Credit

## PRODUCTIVE GROUP MEETINGS: TO MEET OR NOT TO MEET? *Formerly "Facilitation of Group Meetings"*

**INSTRUCTOR:** GLENDA LESTER, Ph.D.

**OBJECTIVES:**

- Learn various roles that group members can play
- Identify mistakes facilitators sometimes make (and what to do about them)
- Learn how to design an agenda
- Discuss the development of ground rules for meetings

**TARGET AUDIENCE:** Anyone who facilitates group meetings  
6 Hours CPM Selected Required Elective Credit



## **PROMOTING & MAINTAINING A RESPECTFUL WORK ENVIRONMENT**

*Your Legal Rights and Responsibilities*

**INSTRUCTOR: DEANNE MOSLEY, J.D., CPM**

### **OBJECTIVES:**

This training session is a practical, step by step course that walks participants through an overview of the relevant employment laws related to Title VII, ADA, ADEA, and retaliation; liabilities associated with harassment; identification of the various forms of harassment; and appropriate actions which should be taken if harassment occurs. Since the presence of harassment in the workplace generally indicates the presence of behavioral problems, behavioral issues are also discussed. Topics include, but are not limited to, the following:

- Title VII of the Civil Rights Act of 1964 (race, color, national origin, religion, and sex)
- Age Discrimination in Employment Act and the Americans with Disabilities Act
- State Personnel Board's Workplace Harassment Policy
- Types of harassment: Quid Pro Quo and Hostile Work Environment

**TARGET AUDIENCE:** All Staff

**3 Hours CPM Selected Required Elective Credit**

## **PROTECTING YOUR AGENCY'S ASSETS**

*Formerly "A Manager's Responsibility for Detecting Fraud"*

**INSTRUCTOR: WILLIAM A. (BILLY) MOREHEAD**

### **OBJECTIVES:**

- Give proper definition of fraud, waste and abuse
- Highlight various forms of common myths and general comments about fraud
- Show the three elements which must be present for fraud to occur and explain why fraud occurs
- Provide a profile of the person who commits fraud
- Give "10 Commandments" to improve management's chances of preventing and detecting fraud

**TARGET AUDIENCE:** Supervisory/Management

**3 Hours CPM Selected Required Elective Credit**

## **PUBLIC RECORDS MANAGEMENT**

**INSTRUCTOR: DEANNE MOSLEY, J.D., CPM**

### **OBJECTIVES:**

Is a "confidential public record" an oxymoron? Not according to Mississippi law. Every state employee who creates or maintains documents should know what documents we are required to keep confidential and what records we are required to share with anyone who files a proper request. Before you send that next email from your state email account, you might want to know if your local newspaper is legally entitled to a copy of it. Among other things, participants will learn:

- What constitutes a "public record" and what records are confidential and exempt from the Public Records Act?
- Who has the right to inspect records?
- What do we do when someone requests a public record and how soon do we have to do it?
- What can happen if we inappropriately deny access to a public record?

**TARGET AUDIENCE:** All Staff

**3 Hours CPM Open Elective Credit**

Required elective for ASCP III

## **QUALITY IMPROVEMENT**

*Formerly "Total Quality Management"*

**INSTRUCTOR: ROBERT (BOB) BOOTHE, Ph.D.**

**OBJECTIVES:**

- Prepare yourself and your organization for TQM
- Discover what motivates individuals
- Understand TQM as a paradigm
- Implement TQM and sustain TQM - A LONG RANGE PROGRAM

**TARGET AUDIENCE:** Supervisory/Management  
**12 Hours CPM Selected Required Elective Credit**

## **RIGHTS AND RESPONSIBILITIES**

**INSTRUCTOR: JOE GOFF, J.D.**

**OBJECTIVES:**

Members of a public sector workforce have legal rights and responsibilities that far exceed their private sector counterparts. This session is designed to identify those legal rights and responsibilities and to provide attendees with the knowledge and skills to successfully carry these duties out. Topics will include:

- Anti-Discrimination and Ethics laws
- ADA
- FMLA

**TARGET AUDIENCE:** All staff  
**3 Hours CPM Open Elective Credit**  
Required elective for the ASCP II  
(Note: Participants in the Basic Supervisory Program should not attend this course.)

## **SMART HIRE**

**INSTRUCTOR: BECKY BAUM**

**OBJECTIVES:**

- Increase participant's knowledge of the competency model concept
- Introduce the MS State Personnel Board's Public Sector Core and Management Competencies
- Use competencies to improve the hiring process
- Learn to use Behavioral Interviewing
- Practice Behavioral Interviewing Skills
- Review legal aspects of interviewing

**TARGET AUDIENCE:** Staff/Supervisory/Management  
**6 Hours CPM Open Elective Credit**

## **SOLVE THE PUZZLE OF COMPLETING THE JOB CONTENT QUESTIONNAIRE (JCQ)**

**INSTRUCTOR: PATSY COOK**

**OBJECTIVES:**

Is the Job Content Questionnaire (JCQ) a mysterious PUZZLE to you? If so, join us and discover how the essential/necessary pieces adapt to complete a well described Job Content Questionnaire. During this workshop, you will learn:

- As a matter of law, the Job Content Questionnaire must accurately reflect the job and be logically developed for that purpose
- According to the Uniform Guidelines on Employee Selection Procedures, the Performance Appraisal Review (PAR) will be considered a test
- The JCQ serves as the job analysis in that the supervisor and incumbent have had to thoroughly study and outline the job in order to complete the JCQ document
- How the PAR is interrelated with the Job Content Questionnaire

**TARGET AUDIENCE:** Staff/Supervisory/Management  
**6 Hours CPM Open Elective Credit**

## **STRESS MANAGEMENT**

**INSTRUCTOR: SHELLY SMITH, CPM**

**OBJECTIVES:**

- Learn effective techniques that will relieve stress and identify individual stressors
- Learn how personality types (MBTI) respond to stress
- Learn how stress affects the body

**TARGET AUDIENCE:** All Staff  
**3 Hours CPM Open Elective Credit**  
Required elective for ASCP II

## **SUCCESSFUL UTILIZATION OF THE EMPLOYEE ASSISTANCE PROGRAM**

**INSTRUCTOR: ANN HOMER COOK, Ph.D.**

**OBJECTIVES:**

- Understand the importance of an EAP and learn when to refer to the EAP counselor
- Learn what to expect from the EAP
- Understand the importance of not diagnosing
- Discover ways to increase EAP usage

**TARGET AUDIENCE:** Staff/Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

## SYSTEMS THINKING

### *Changing the Way We View at Our Organization*

**INSTRUCTOR: BECKY BAUM, CPM**

**OBJECTIVES:**

Have you ever reached the right conclusion, but made enemies along the way? Have you ever been the target of the game of "shoot the messenger"? Business professionals often provide customer service within a complicated web of expectation. Balancing the interests of multiple stakeholders, both internal and external, is a difficult art but one which can be honed through sound forecasting and stakeholder analysis. This session will arm the attendees with concrete tools for better decision-making through identification of relative "stakes," and provide strategies for "win/win" implementation of decisions.

- Learn to utilize the systems thinking model and identify your stakeholders, their needs and expectations
- Learn to use multiple tools that enhance decision-making
- Find new ways to communicate within your organization to promote better decision outcomes
- Complete a team assignment to experience learning
- Identify other applications for wide angle decision making within your organization

**TARGE AUDIENCE:** Staff/Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

## TEAM BUILDING FOR IMPROVED EFFECTIVENESS

**INSTRUCTOR: ROBERT E. LITTLE, ATM, CSL**

**OBJECTIVES:**

- Develop a clear definition of teamwork
- Learn the importance of "ground rules"
- Develop an understanding of collaboration ("win/win" relationship)
- Learn team administration skills
- Improve capacity to motivate staff
- Learn the power of "Managing by Agreement" (MBA)
- Learn the power of positive feedback

**TARGE AUDIENCE:** Supervisory/Management  
**12 Hours CPM Open Elective Credit**

## THE 4 ROLES OF LEADERSHIP

**INSTRUCTOR: BECKY BAUM, CPM**

**OBJECTIVES:**

The 4 Roles of Leadership is an intensive two and half-day workshop for leaders who want to significantly improve their strategic thinking, long-term vision, and positive influence on others. Participants will:

- Identify important stakeholders and implement effective strategies to meet their needs
- Acquire tools you can use again and again to solve problems and develop new initiatives
- Learn to use the "six rights" to motivate people, reduce crises, and increase productivity
- Cultivate a range of leadership styles that will bring out the best performance in others

**TARGET AUDIENCE:** Supervisory/Management  
**16 Hours CPM Selected Required Elective Credit**

**\*\*\*Registrations must be received 5 weeks prior to class due to pre-work materials.\*\*\***

## THE 7 HABITS OF HIGHLY EFFECTIVE PEOPLE

**INSTRUCTORS:** MARIANNE GAUDIN, CPM; DAVID HAYES; JAN WALKER, CPM;  
AMY WHITTEN, J.D.; and LESLY LLOYD, CPM

**OBJECTIVES:**

- Identify your values and develop your mission statement
- Change the way you manage your time/resources
- Discover the key to effective problem solving communication at every level
- Renew yourself emotionally, physically, and intellectually every day of your life

**TARGET AUDIENCE:** All Staff/Supervisory/Management  
18 Hours CPM Selected Required Elective Credit

## THE DYNAMICS OF CHANGE: *Teaching New Tricks to Old Dogs*

**INSTRUCTOR:** AMY D. WHITTEN, J.D.

**OBJECTIVES:**

Successful implementation of change is one of the public manager's most challenging yet inevitable goals. The process of change in the public environment breeds fear, stress and sometimes resistance in even the heartiest public employees. From reorganizations to technology projects, change is a challenge. The purpose of this course is to prepare the public manager to function as an effective leader through the "change" process. Specific emphasis will be placed on:

- Basic principles of change and how change affects individuals/organizations
- Overcoming resistance to change
- Being an effective leader during change
- Techniques to assure successful change

**TARGET AUDIENCE:** Supervisory/Management  
6 Hours CPM Selected Required Elective Credit

## THE INTERGENERATIONAL WORKPLACE

**INSTRUCTOR:** JOANN E. MICKENS

**OBJECTIVES:**

- To explore age-related issues within the government workforce
- To gain an appreciation of environmental factors influencing various generations
- To dispel stereotypes regarding ageism
- To understand the laws relating to age in the workplace
- To see the value of intergenerational workplaces

**TARGET AUDIENCE:** Staff/Supervisory/Management  
6 Hours CPM Selected Required Elective Credit

## THE LEGAL RIGHTS AND RESPONSIBILITIES OF PUBLIC MANAGERS

**INSTRUCTOR:** JOE GOFF, J.D.

**OBJECTIVES:**

During this workshop, participants will:

- Learn how to defend your legal rights and understand your legal obligations and liabilities
- Learn how to efficiently handle the threat of a lawsuit
- Learn how to make sound and effective HR decisions
- Learn how to avoid legal mistakes that could have damaging consequences

**TARGET AUDIENCE:** Supervisory/Management/HR Personnel  
**6 Hours CPM Selected Required Elective Credit**

## THE PROFESSIONAL COACH: *Enhancing Performance Through Coaching*

**INSTRUCTOR:** AMY D. WHITTEN, J.D.

**OBJECTIVES:**

The purpose of this course is to identify and improve coaching and counseling skills which are essential to public sector managers in promoting performance and harmony in the workplace. A sampling of those matters which are addressed include:

- The four-phase model of successful coaching
- Using "feedback" as a coaching tool
- Establishing mentoring relationships
- Developing individual coaching plans

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

## THE PUBLIC MANAGER'S LEGAL TOOLBOX: *Essential Personnel Law for Public Managers*

**INSTRUCTOR:** AMY D. WHITTEN, J.D.

**OBJECTIVES:**

Managers in the public sector face a myriad of legal issues in the daily discharge of their duties. From issues relating to interviewing and selection all the way through the disciplinary and grievance processes, Mississippi's contemporary managers spend an increasing amount of time and energy in the leadership and supervision of others in the workplace. It is essential that managers understand the legal complexities of personnel law and are armed to perform their very important role in assuring fairness and legality in the workplace. This session is designed to accomplish the following:

- Enrich the manager's understanding of relevant workplace legal issues
- Promote pro-active management skills designed to address legal "hot spots"
- Build a toolbox of management strategies to promote fair and legal management of the public workforce

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

## TIME MANAGEMENT

**INSTRUCTOR:** BECKY BAUM, CPM

**OBJECTIVES:**

- Develop a system for setting priorities
- Learn to accomplish goals one step at a time
- Identify productive times in your day
- Learn to handle interruptions and identify telephone slow-downs
- Learn to break the procrastination cycle

**TARGET AUDIENCE:** Staff/Supervisory/Management  
**3 Hours CPM Open Elective Credit**

## TIME WELL SPENT

**INSTRUCTOR:** GLENDA LESTER, Ph.D.

**OBJECTIVES:**

- Plan your time so that nothing “falls through the cracks”
- Accomplish the right things, at the right time, for the right reasons
- Identify your values/goals—what matters most on/off the job and align your daily activities with your goals and values
- Dramatically increase your productivity by using your daily planner (paper or electronic calendar system) more effectively

**TARGET AUDIENCE:** All Staff  
**6 Hours CPM Open Elective Credit**  
Required elective for ASCP III

## UNDERSTANDING DIVERSITY

**INSTRUCTOR:** DAVID HAYES

**OBJECTIVES:**

The focus of this class is neither EEO nor Affirmative Action, although, it is almost impossible to discuss one without at least mentioning the other two. “*Understanding Diversity*” is an interactive and challenging *introduction* to the fundamentals of cultural diversity and its relevance in today’s workplace. It is about recognizing and responding to the needs of all people in a given workplace for the purpose of creating and maintaining harmony and maximizing retention and productivity.

- To recognize the various kinds of diversity-related changes that have taken place in both the workplace and in our country during recent years
- To explore definitions & concepts related to diversity issues, paying particular attention to the nature of and pitfalls related to stereotypes
- To develop an understanding and appreciation of various kinds of “diversity”
- To learn how to recognize and avoid various forms of workplace harassment other than sexual harassment

**TARGET AUDIENCE:** All Staff  
**6 Hours CPM Open Elective Credit**

## **UNDERSTANDING THE LEGISLATIVE PROCESS IN MISSISSIPPI**

**INSTRUCTOR: TED BOOTH, J.D.**

**OBJECTIVES:**

- Review the Mississippi Legislature and analyze the mythical "Civics Class Model" of policy process
- Describe reality: "Conical Networking" model of public policy process
- Walk through the steps involved in passing legislation and analyze why most bills die
- Review legislative rank and power systems and how they influence passage of bills
- Understand what tends to compel legislative action
- Understand how to prepare and deliver an effective presentation to a legislative committee

**TARGET AUDIENCE:** Supervisory/Management  
**3 Hours CPM Selected Required Elective Credit**

## **UNTANGLING THE CONFUSING WEB OF ADA, FMLA, AND WORKERS' COMPENSATION REGULATIONS FOR PUBLIC MANAGERS**

**INSTRUCTOR: JOE GOFF, J.D.**

**OBJECTIVES:**

- Learn how to identify where laws overlap each other and which one has precedent
- Learn how to identify potential problem areas in your organization and determine what changes should be made
- Learn how to ensure that every manager/supervisor in your organization understands the complexity of the laws and the importance of compliance
- Learn how to create internal processes/procedures that guarantee compliance of laws
- Learn how to better manage reports, records, and forms required by each law

**TARGET AUDIENCE:** Supervisory/Management/HR Personnel  
**3 Hours CPM Selected Required Elective Credit**

## **USING COMPETENCIES TO HIRE AND DEVELOP STAR PERFORMERS**

**INSTRUCTORS: BECKY BAUM, CPM; AMY EIFLING; LESLY LLOYD, CPM;  
JAN WALKER, CPM; or AMY WHITTEN, J.D.**

**OBJECTIVES:**

- Familiarize participant's with the Behavioral Interviewing Process
- Boost the participant's ability to plan and conduct a behavioral interview
- Link the MS State Personnel Board's Competency Model to the Behavioral Interviewing Process and Individual Development Planning
- Introduce participants to the Individual Development Plan (IDP)
- Define the use of IDPs as an employee development tool

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**



## **USING DiSC DIMENSIONS OF BEHAVIOR FOR MANAGEMENT SUCCESS**

**Formerly “DiSC Personal Development Profile”**

**INSTRUCTOR: ROB BENSON**

**OBJECTIVES:**

- Understand your behavioral tendencies and develop an understanding of how your behavior affects others
- Respect, appreciate, understand, and value individual differences
- Enhance strategies for working together to increase productivity
- Learn from one another

**TARGET AUDIENCE:** Supervisory/Management  
**6 Hours CPM Selected Required Elective Credit**

## **WRITING ADVANTAGE™**

***Achieve What Matters Most with Successful Communication***

**INSTRUCTOR: RENEE' SCALES, CPM**

**OBJECTIVES:**

The success of the most important things you do every day depends upon your ability to communicate. With effective writing skills, you are able to get the right message across to achieve the results you want. This Writing Advantage™ workshop will give you the skills to:

- Improve productivity by writing quickly and easily
- Increase credibility with quality writing that reflects your best ideas and abilities
- Become a confident writer using proven communication standards

**TARGET AUDIENCE:** All Staff  
Required elective for ASCP I